

KOSSA SAMPLE TEST

The KOSSA Sample Test and Answer Key pdf file may be used as resource for academic and employability sample assessment items. However, the [KOSSA Online Sample Test <http://techfluency.org/esess/>](http://techfluency.org/esess/) must be run on each device that will be used for live testing to ensure local system performance prior to the beginning of live testing.

Sample Test

- 1) One of your co-workers has been sharing confidential information with others outside the company. If you are unsure of the company rules relating to this, you should
 - A) refer to the company policy manual.
 - B) ask co-workers for an interpretation of how to handle the situation.
 - C) write a letter to your supervisor so that you will be cleared of any responsibility.
 - D) contact the company personnel manager to report the employee who made the mistake.

- 2) What outline/rubric should you use when developing personal or career goals?
 - A) BHAG goals
 - B) Goals Criteria
 - C) SMART goals
 - D) Short term goals

- 3) If the supervisor on duty gives you a task you do not understand, you should
 - A) try to figure it out on your own.
 - B) ask your supervisor for further clarification.
 - C) tell your supervisor you do not know how to do it and ask him to assign a co-worker the task.
 - D) get a co-worker who is more experienced to complete the task.

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- 4) Which of the following programs would you use to create a multi-media presentation to a group?
- A) PowerPoint
 - B) Excel
 - C) Word
 - D) Outlook
- 5) What general communication skills are most employers looking for in their employees?
- A) Public speaking skills
 - B) Basic math and writing skills
 - C) Effective speaking, listening, reading and writing skills
 - D) Ability to make presentations using PowerPoint
- 6) Which of the following subjects is illegal for a potential employer to ask during the hiring process?
- A) Work experience
 - B) Education level
 - C) Availability to work nights or weekends
 - D) If you have a disability
- 7) You borrowed \$4500.00 at 9.5% for 1 year with a single payment, what would your total payback be for this loan?
- A) \$4927.50
 - B) \$427.50
 - C) \$4072.50
 - D) \$4275.00

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- 8) Anything that hinders communication is called what?
- A) Channel
 - B) Feedback
 - C) Sender
 - D) Interference
- 9) After you read an office memo that is confidential, you should
- A) pretend you never saw it.
 - B) discuss it with your family to determine how it impacts you.
 - C) not discuss it with anyone.
 - D) discuss it only with your friends and co-workers.
- 10) The way that a receiver responds to a message that helps the sender know if the message was understood is called what?
- A) Nonverbal communication
 - B) Self-Communication
 - C) Listening skills
 - D) Feedback
- 11) Which of the following is not considered an important skill for the workplace?
- A) Providing excellent customer service
 - B) Working well with people from diverse backgrounds
 - C) Ability to work in teams
 - D) Ability to work independently and never work with anyone

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- 12) If a job pays \$8.00 per hour for 40 hours per week, your gross pay for that week would be
- A) \$320 minus social security.
 - B) \$320 minus FICA and taxes.
 - C) \$320.
 - D) \$320 minus insurance benefits.
- 13) Assigning tasks to team members based on their strengths or talents is
- A) dictation.
 - B) demonstration.
 - C) participation.
 - D) delegation.
- 14) When preparing a resume, what part of the resume should be at the top?
- A) Work experience
 - B) Skills
 - C) Job objective
 - D) Personal data
- 15) What type of problem solving method involves suggesting many alternatives without any evaluation?
- A) Consensus
 - B) Delphi Method
 - C) Brainstorming Method
 - D) Conventional Method

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16) Any method of communication that reaches many people in large scale is defined as what?

- A) Facebook
- B) Twitter
- C) E-mail Distribution
- D) Mass Media

17) How much water would you add to 2 ½ gallons of bleach to make a 10% bleach solution?

- A) 25 gallons
- B) 2 ½ gallons
- C) 22 ½ gallons
- D) 5 gallons

18) Scenario:

You're working as a radio broadcaster for WMJC. As part of your job, you supervise Gerald, an assistant who works with you. In order to coordinate the work, it is important for you and the assistant to be on the same daily work schedule.

The company provided each employee a handbook with its policies, rules, and procedures. In these policies and procedures, the work day and responsibilities are clearly defined. Gerald often comes in early with the hope of leaving early so he can meet his friend. However, because he arrives before you do, work priorities for that day are not pre-assigned and thus he has nothing to do until you get there. Answer these questions about handling the situation with Gerald.

What is wrong with Gerald changing his work schedule without approval as long as he puts in the required number hours?

- A) If Gerald works on a flexible schedule, everyone else will want to do the same.
- B) Company policy establishes the work day and determines any flexibility the supervisor has in modifying that schedule.

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C) The company president wants everyone there when he is there.

D) As his supervisor, you want him to have something to do when you are not there.

19) Scenario:

You're working as a radio broadcaster for WMJC. As part of your job, you supervise Gerald, an assistant who works with you. In order to coordinate the work, it is important for you and the assistant to be on the same daily work schedule.

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If Gerald wants to change his work schedule, what should he do?

A) Take work home on the days he must get off early.

B) Get someone to cover for him when he is not there.

C) Go to the president of the company and explain his request for a work schedule change.

D) Ask his supervisor if he could work on a revised schedule on specific occasions.

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20) Scenario:

You're working as a radio broadcaster for WMJC. As part of your job, you supervise Gerald, an assistant who works with you. In order to coordinate the work, it is important for you and the assistant to be on the same daily work schedule.

The company provided each employee a handbook with its policies, rules, and procedures. In these policies and procedures, the work day and responsibilities are clearly defined. Gerald often comes in early with the hope of leaving early so he can meet his friend. However, because he arrives before you do, work priorities for that day are not pre-assigned and thus he has nothing to do until you get there. Answer these questions about handling the situation with Gerald.

If Gerald does not abide by the company's policies, it would most likely result in his

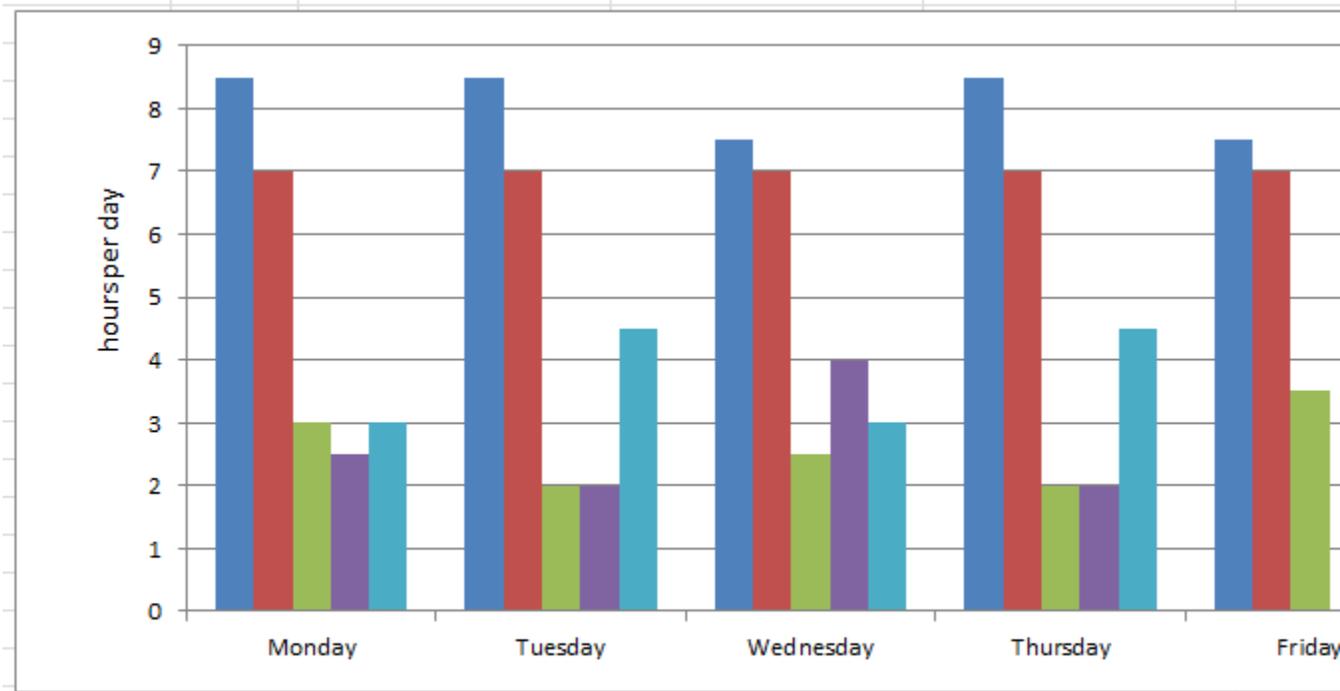
- A) gaining the respect of co-workers.
- B) being promoted.
- C) having his hourly pay rate reduced.
- D) losing his job.

21) Companies create policies to

- A) provide consistent direction for company production.
- B) safeguard the liability of company officials.
- C) meet legal requirements.
- D) make employee's reliable.

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- 22) Using the following bar graph, determine the approximate percentage of time Brandon spent on homework:

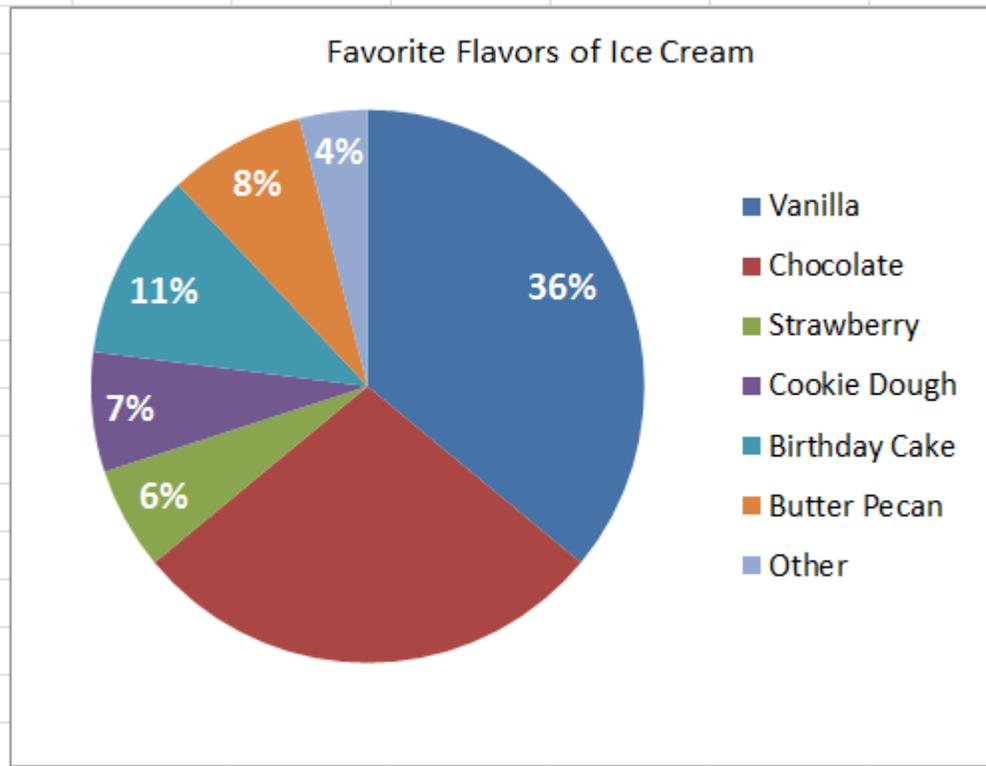


- A) 11%
- B) 10%
- C) 20%
- D) 9%

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23) Olive did a survey where she asked all the students in her school to name their favorite flavor of ice cream. The results are shown in the following pie chart:

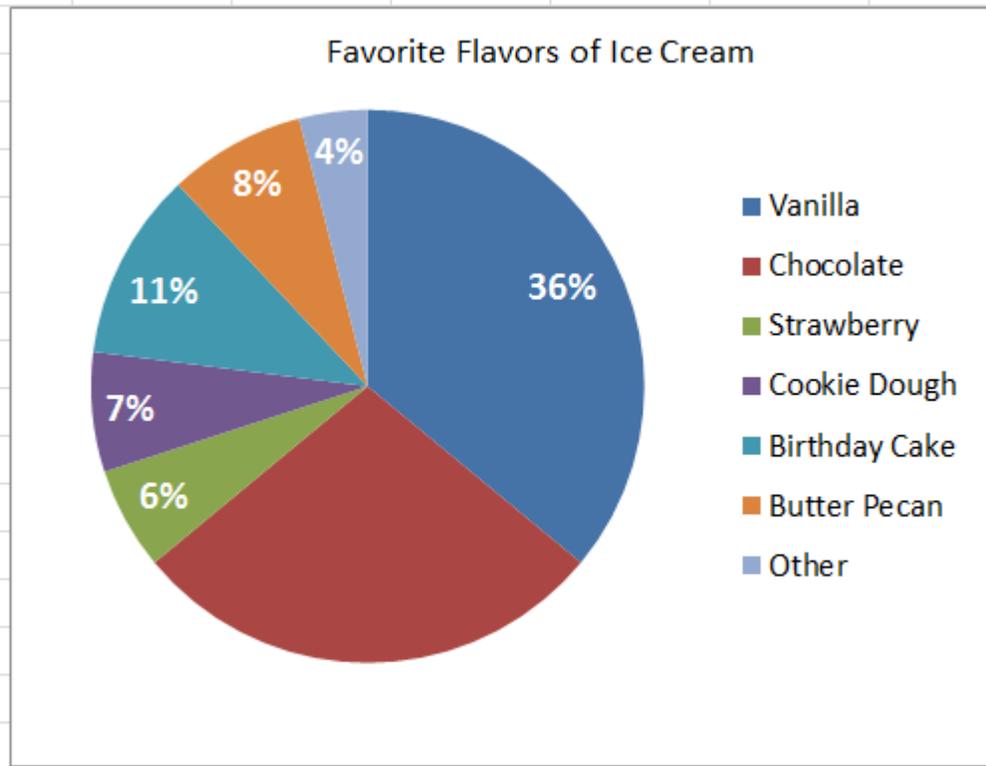
If there were 950 students in the school, what percent said chocolate was their favorite flavor?



- A) 28%
- B) 32%
- C) 30%
- D) 45%

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- 24) Olive did a survey where she asked all the students in her school to name their favorite flavor of ice cream. The results are shown in the following pie chart:
If there were 800 students in the school, how many said chocolate was their favorite flavor?

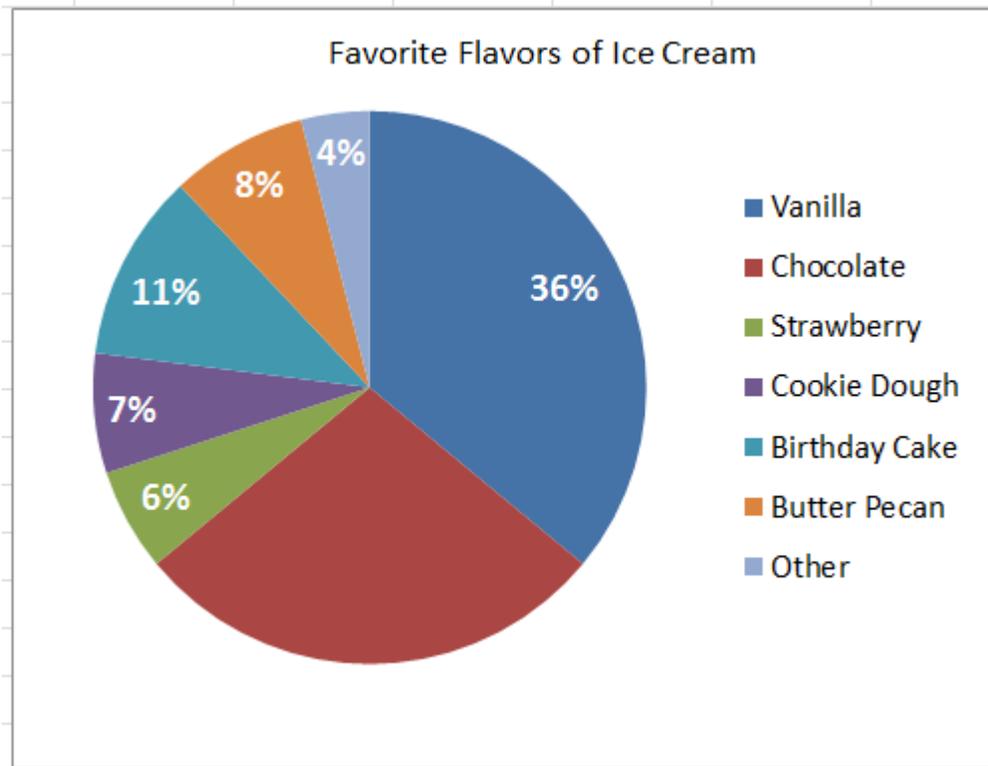


- A) 576
- B) 280
- C) 28
- D) 224

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25) Olive did a survey where she asked all the students in her school to name their favorite flavor of ice cream. The results are shown in the following pie chart:

What percent of students said vanilla was their favorite flavor?



- A) 8%
- B) 6%
- C) 36%
- D) 11%

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SAMPLE TEST ANWER KEY

- 1) A
- 2) C
- 3) B
- 4) A
- 5) C
- 6) D
- 7) A
- 8) D
- 9) C
- 10) D
- 11) D
- 12) C
- 13) D
- 14) D
- 15) C
- 16) D
- 17) A
- 18) B
- 19) D
- 20) D
- 21) A
- 22) D
- 23) A
- 24) D
- 25) C

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